

ABSTRACT

Method and apparatus for service level management, wherein business processes are
5 composed of services. A state of the service is defined by one or more service parameters,
and the service parameters depend upon performance of network components that support the
service, e.g., component parameters. The state of the service may depend, for example, on a
collection of service parameter values for availability, reliability, security, integrity and
response time. A service level agreement is a contract between a supplier and a customer that
10 identifies services supported by a network, service parameters for the services, and service
levels (e.g., acceptable levels) for each service parameter.

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